

Oregon Complaints/Concerns

| Program | Type | Complaint/ Concern | Date | Description | Resolution | Resolution Date |
|---------|--------------------|-----------------------|------------|---|--|--------------------|
| Dual | Provider | Complaint | 7/21/2014 | Complaint against the Sequoia Mental Health Clinic for not following up with patient, filling out forms and lapses in required labtests | Reported to state. RN communicated with clinic and had grievances resolved per member satisfaction | 7/22/2014 |
| FFS | Provider | Complaint | 9/10/2014 | Complaint against the Lane County Community Health Center Brookside location. Receptionist was rude, called member "one of those people" and said that "they had a bunch of patients like her dumped on them." | Reported to Oregon Health Authority | 9/11/2014 |
| FFS | Access to Care | Complaint | 10/9/2014 | Client is complaining about lack of doctors available to him in his area. He is complaining that OHP is "giving him the runaround" as every one he calls gives him somebody else to call. He had Trillum CCOG and does not want to be on Open Card for medical. | Reviewed. Handled appropriately by RN. The complaint will be sent to the State of Oregon. | 10/9/2014 |
| Dual | Quality of service | Concern | 10/15/2014 | Intentionally poor service, and passive aggressive behavior on the part of food service staff, that has happened repeatedly, with no correction after complaint was made by client. (Avamere ALF, Newberg) | Reviewed client's record. She was given correct advice by her APS Healthcare RN. No further follow up necessary at this time. Member was advised on filing formal complaint with the facility and a copy of the complaint is in the member's C3 record. | 10/15/2014 |
| FFS | Access to Care | Complaint | 10/20/2014 | Dr. David Bove treated her very unethical and unprofessional. He was rude and did not want to treat her because of her insurance (Open Card). | Handled appropriately by RN. Complaint registered with the State of Oregon. Dr. Bove is a Naturopathic physician in Eugene. There have been multiple complaints filed against him, and the State of Oregon is aware and registered our complaint. | 10/21/2014 |
| FFS | Quality of Service | Concern | 1/21/2015 | This client had a six page letter delivered to John DiPalma, Executive Director, regarding complaints of access to care and a complaint about a specific physician. He has serious medical conditions and has been treated badly by ER's because he is homeless. He is unable to secure a PCP and has to wait 2 – 4 months for an available appointment with a specialist. Furthermore, he was treated badly by Dr. Stefan Spann, in the Emergency Department at the Corvallis Hospital. He would like his complaints forwarded to the State. | The client's letter was shared with the client (State) on January 22, 2015. In addition, we initiated contact with the client so that we could assist in coordinating the care that he needs. Two phone calls to him with messages left on the date the complaint was received (1/21/2015). On 1/22/2015, he returned the calls and agreed to enrollment in the OHPCC program and is now engaged with a community-based RN. He has had an evaluation by an ENT specialist and, with the nurse's help, has a new PCP who is comfortable working with homeless patients. | 1/22/2015 |
| Dual | Quality of Service | Concern | 2/10/2015 | Stated was told by staff that if Medicare doesn't cover something then Medicaid won't cover it. That she researched farther and found that was not true. Said she was told that a Supervisor had trained the staff with that information and she wanted to let us know it was wrong. I apologized for the confusion and said I would f/u with staff. Client was satisfied. | Supervisor spoke with client, apologized and counseled the employee who was a new hire at the time. | 2/10/2015 |
| Dual | Quality of Service | Concern | 3/30/2015 | Client attempted to use 800 number some evening in last week at about 930 PM. He listened to all the options and pressed three. He reports that he then heard a recorded message stating the office was closed and to call back during business hours. He was unhappy as he had been given this number in case of after hours emergencies and if we are not really open he wanted to know. I assured him that the number is supposed to be answered by a person 24 hours a day. I attempted to transfer him there and he either hung up or call was dropped after I conferenced both parties in. He immediately called back and another nurse answered who successfully transferred him to Carenet. | Notified Carenet. Followed up with client, who was able to call the toll free number and connect to Carenet on a subsequent attempt. | 3/31/2015 |